

## Job details

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Job 1 of 1

<b>Bulletin Number</b>	23142BR
<b>Type of Recruitment</b>	Interdepartmental Promotional Opportunity
<b>Department</b>	Animal Care and Control
<b>Position Title</b>	INFORMATION TECHNOLOGY MANAGER I
<b>Additional Title</b>	ONLINE FILING ONLY FOR THIS EXAMINATION, APPLICATIONS SUBMITTED BY U.S. MAIL, FAX OR IN PERSON WILL NOT BE ACCEPTED
<b>Exam Number</b>	O2565A
<b>Filing Type</b>	Open Continuous
<b>Filing Start Date</b>	07/25/2013
<b>Salary Type</b>	Monthly
<b>Salary Minimum</b>	7,490.38
<b>Salary Maximum</b>	11,337.3
<b>Special Salary Information</b>	<b>Management Appraisal of Performance Plan (MAPP):</b> This position is subject to the provisions of the Management Appraisal of Performance Plan (MAPP). Initial salary placement and subsequent salary adjustments will be made in accordance with MAPP guidelines and regulations.
<b>Position/Program Information</b>	<p>Positions allocable to this class are allocated to a departmental centralized IT organization and are responsible for managing the staff and resources of a small division or large section that provide information technology services for business users. Information Technology Managers are classifications requiring a high degree of professional information technology knowledge as well as a broad range of management skills including organizational design, strategic planning, budgeting and personnel management. This classification differs from Principal level IT positions and IT supervisors in that they report directly to a higher level IT manager or the departmental CIO and have a high degree of responsibility for budget control and review.</p> <p>Incumbents in this series are distinguished from Information Technology Specialists in that their work focus is on effective management and integration of customer, staff and project relationships and results.</p>
<b>Essential Job Functions</b>	<ul style="list-style-type: none"><li>• Plans, organizes, manages, integrates and evaluates the work of a division/section with subordinate supervisors and/or staff.</li><li>• Provides full administrative and technical supervision of staff including approving time off, evaluation of performance and takes or recommends disciplinary action, up to and including termination.</li><li>• Develops and directs the implementation of operational plans to support the County's/department's business goals.</li><li>• Works with department/ business managers to evaluate current and anticipated Information Technology requirements.</li><li>• Develops and negotiates service level agreements and manages to ensure their attainment.</li><li>• Coordinates information systems activities with other divisions/sections or County departments to optimize use of existing hardware and software and leverage design of new systems.</li><li>• Manages and/or supervises and participates in the assessment and analysis of business requirements and development and maintenance of applications.</li><li>• Drafts or reviews draft Requests for Proposals or Information (RFPs, RFIs) and evaluates responses and recommends vendor selection.</li><li>• Administers vendor contracts; reviews and acts on contract change request and approves deliverable developed by vendors or contract staff.</li><li>• Directs and/or participates in managing development, infrastructure and/or hardware/software migration projects.</li><li>• Manages, directs and evaluates the work of staff providing data center operations and support of hardware, software and other technology support functions.</li><li>• Coordinates problem solving, conflict resolution, escalations, restart and recovery.</li></ul>

- Meets and consults with customers and vendors regarding service delivery needs.
- Establishes performance requirements and personal development targets for assigned staff and monitors and evaluates performance.
- Provides coaching for performance improvement and development.
- Assess skill gaps and provides training to ensure skills stay current with the technology requirements for current and future work assignments.
- Promotes efficient, cost effective uses of advanced technologies and manages the migration to next-generation technologies.
- Conducts or oversees research and special studies and implements recommended organizational, procedural and other changes and benchmarks internal operations against best practices of other agencies and organizations.
- Manages and/or participates in department disaster recovery planning and systems security administration.
- Coordinates the development, implementation and administration of technical training program for business users.

## Requirements

### **Selection Requirements:**

**Option 1:** Graduation from an accredited\* college with a bachelor's degree in Computer Science, Information Systems, or a closely related field\*\*, and four (4) years of progressively responsible, full-time, paid experience in a centralized Information Technology organization\*\*\* performing information systems analysis and design, application development, network administration or operating systems analysis; one (1) year must have been in a supervisory capacity.

**Option 2:** One (1) year of experience as an Information Technology Supervisor, Principal Information Systems Analyst, Principal Application Developer, Principal Operating Systems Analyst, or Principal Network Systems Administrator in the service of the Los Angeles County.

**Option 3:** Six (6) years of progressively responsible, full-time, paid experience in a centralized Information Technology organization\*\*\* with at least two (2) years functioning in a supervisory capacity.

## Physical Class

**Physical Class II – Light:** Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.

## License(s) Required

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

## Desirable Qualifications

- Ability to effectively communicate complex and technical ideas with co-workers, management, vendors, and customers both verbally and through written communication.
- Ability to work independently, define priorities and meet critical deadlines.
- Exceptional problem solving and analytical skills to resolve issues and challenges.
- Excellent customer service and interpersonal skills.

## Special Requirement Information

\*\* Closely related fields include Computer Engineering; Computer Information Systems; Computer Science and Engineering; Electrical Engineering and Computer Science; Management Information Systems; and Mathematics with Computer Science.

\*\*\* A centralized Information Technology organization, is that which is responsible, under the direction or guidance of the coordinated executive command structure for the department or major organizational unit, for providing comprehensive IT services including analysis, design, acquisition, and/or development, implementation, maintenance, or support of information systems; and in which the work performed is in direct relationship to the IT requirements and initiatives of the department or major organizational unit.

In order to receive credit for any college course work, or any type of college degree, such as Bachelor, or Master degree, or for completion of a certificate program. **You must include a legible copy of the official diploma, official transcripts, or official letter**

from the accredited institution which shows the area of specialization; or official certificates with your application at the time of filing.

**Option II: Applicants must have held the actual payroll title in the services of the Los Angeles County, no out-of-class experience will be accepted.**

**No out-of-class experience will be accepted for this exam.**

<b>Accreditation Information</b>	<p><b>*Accreditation:</b> Accredited institutions are those listed in the publications of regional, national or international accrediting agencies which are accepted by the Department of Human Resources. Publications such as <u>American Universities and Colleges</u> and <u>International Handbook of Universities</u> are acceptable references. Also acceptable, if appropriate, are degrees that have been evaluated and deemed to be equivalent to degrees from United States accredited institutions by an academic credential evaluation agency recognized by <u>The National Association of Credential Evaluation Services</u> or <u>the Association of International Credential Evaluators, Inc. (AICE)</u>.</p>
<b>Examination Content</b>	<p>This examination will consist of an Appraisal of Promotability to evaluate management and administrative ability, knowledge and skills, problem solving, written and oral communication, personal and public relations, work habit and productivity weighted at 100%.</p> <p><b>Candidates must achieve a passing score of 70% or higher on the weighted part of the examination in order to be placed on the Eligible Register.</b></p>
<b>Special Information</b>	<p>A thorough background investigation (including fingerprint search and reference verification) will be required of candidates. Candidates who are found to be unsuitable for employment as a Information Technology Manager I will be removed from the certification list pursuant to Civil Service Rule 6.04.</p> <p><b>DISQUALIFYING FACTORS INCLUDE, BUT ARE NOT LIMITED TO:</b></p> <ul style="list-style-type: none"><li>ony convictions</li><li>ertain job-related misdemeanor convictions</li><li>ertain serious traffic convictions or patterns of traffic violations (e.g. 4 or more moving violations within the past 2 years, failure to appear, at-fault accidents and driving under the influence).</li><li>gal use of certain controlled substances.</li><li>or employment history.</li></ul>
<b>Vacancy Information</b>	<p>The resulting Eligible Register for this examination will be used to fill vacancy in the Administrative Services located at 5898 Cherry Avenue, Long Beach, CA 90805.</p>
<b>Eligibility Information</b>	<p>The names of candidates receiving a passing grade on the examination will be added to the Eligible Register in the order of their score group for a period of twelve (12) months following the date of promulgation.</p> <p><b>No person may compete for this examination more than once every twelve (12) months.</b></p>
<b>Available Shift</b>	<p>Day</p>
<b>Job Opportunity Information</b>	<p><b>Restricted to permanent employees of the County of Los Angeles who have successfully completed their initial probationary period and meet the qualifying requirements. Applicants must indicate their department name on the employment application.</b></p> <p><b>Withhold Information:</b> Permanent employees who have completed their initial probationary period and hold a qualifying payroll title may file for this examination if they are within six months of meeting the experience requirements by the last day of filing.</p>
<b>Application and Filing Information</b>	<p>Applicants are required to submit a standard Los Angeles County Employment Application <b>ONLINE</b> only to be considered for this examination. Paper applications and/or resumes cannot be accepted in lieu of online applications, although resumes may be uploaded as attachments to online applications.</p> <p><b>Applications will not be accepted by mail, fax, or in person.</b></p> <p><b>This examination will remain open until the needs of the services are met and is subject to closure without prior notice. Application filing may be suspended at any time without advance notice.</b></p> <p>The acceptance of your application depends on whether you clearly show that you meet the <b>SELECTION REQUIREMENTS</b> . Please fill out the application completely and correctly so that you will receive full credit for related education and/or experience. In the</p>

space provided for education, include the names and addresses of schools attended, titles of courses completed, and dates completed. For each job held give the name and address of your employer, your job title, beginning and ending dates, the number of hours worked per week, description of work performed, your role, level of involvement, independence, size of organization, complexity, and level of accountability surrounding your experience, and salary earned.

**FAILURE TO PROVIDE THE COMPLETE INFORMATION MAY IMPACT ASSESSMENT OF YOUR QUALIFICATIONS AND ACCEPTANCE INTO THE EXAMINATION PROCESS.**

**ALL APPLICANTS MUST COMPLETE AND SUBMIT THEIR APPLICATIONS ONLINE (via electronic submission) BY 5:00 PM (PST) on the last day of filing. APPLICANTS WHO SUBMITTED THEIR APPLICATIONS AFTER THE FILING PERIOD WILL BE REJECTED AND WILL NOT BE ABLE TO COMPETE IN THE EXAMINATION PROCESS.**

**TO APPLY ONLINE, CLICK THE LINK THAT READS " APPLY TO JOB " SO YOU CAN TRACK THE STATUS OF YOUR APPLICATION ON-LINE.**

**APPLICANTS MAY UPLOAD REQUIRED OR ADDITIONAL DOCUMENTS (i.e. official transcripts, diploma, etc.) AS ATTACHMENT(S) AT THE TIME OF FILING.**

**Note:** If you are unable to attach the required documents, you may fax them to (562) 422-3187 within five (5) days of filing. Please include exam number and exam title.

**SOCIAL SECURITY NUMBER:**

All applicants MUST enter a valid social security number at the time of filing. Entering anything other than a valid social security (i.e. 000-00-0000, 111-11-1111, etc.) will result in an automatic rejection of your application.

**COMPUTER AND INTERNET ACCESS AT PUBLIC LIBRARIES:**

For candidates who may not have regular access to a computer or the internet, applications can be completed on computers at public libraries throughout Los Angeles County.

**NO SHARING OF USER ID AND PASSWORD:**

All applicants must file their application online using their OWN user ID and password. Using a family member or friend's user ID and password may erase a candidate's original application record.

**All information supplied by applicants is subject to verification. Applications may be rejected at any stage during the selection process.**

**County of Los  
Angeles Information**

**View details regarding Employment Eligibility Information, Social Security Act of 2004, Records of Convictions, Veterans Preference Credit, Los Angeles County Child Support Compliance Program, Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act by clicking on the link below:**

**[COUNTY OF LOS ANGELES BULLETIN INFORMATION](#)**

**OR**

Visit <http://hr.lacounty.gov> to view the above information. Click on Job Info Center Tab, and then click on County of Los Angeles Bulletin Information link under Some helpful links section.

**Equal Employment Opportunity:** It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability.

All positions are open to qualified men and women pursuant to the Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act.

The County will make reasonable accommodations.

<b>Department Contact Name</b>	Luat Nguyen
<b>Department Contact Phone</b>	(562) 256-7102
<b>Department Contact Email</b>	LNguyen@animalcare.lacounty.gov
<b>ADA Coordinator Phone</b>	(562) 256-7101
<b>Teletype Phone</b>	(800) 899-4099
<b>California Relay Services Phone</b>	(800) 735-2922
<b>Alternate TTY Phone</b>	(800) 897-0077
<b>Job Field</b>	Information Technology
<b>Job Type</b>	Professional